AMERICAN COMFORT
WORLDWIDE

Owner's Manual

Portable Heater

ACW0035



It is important that you read these instructions before using your new purchase and we strongly recommend that you keep them in a safe place for future reference.

For Indoor Use Only • 120Vac 15 AMP Dedicated Circuit

Thank You!

Thank you for purchasing an ACW Portable Heater.

This Portable Heater utilizes the latest infrared heat technology. It provides a safe, convenient, clean and economical way to distribute heat throughout your home or business office without producing deadly fumes or monoxide gases.

This Portable Heater is constructed of a wooden housing made of espresso, walnut, and oak finishes. They are equipped with nylon caster wheels for easy mobility. The highly efficient air filter can be maintained and cleaned by simply rinsing with warm water.

Read this entire instruction manual before use.

Please keep your receipt. Your receipt is your Proof of Purchase and is necessary for warranty service.

Safety

USE CAUTION

Save these instructions because electrical safety is essential to keep your home safe.
When using an electrical appliance, basic precautions should always be followed to reduce the risk of fire, electric shock, and injury to persons. Please adhere to the following safety instructions:

- The heater must be operated by an adult. Keep heater out of the reach of children.
- Only operate the heater when it is on the floor.
- Do not operate heater near any water.
- Do not plug heater into any other cord connected device such as power strip, surge protector, multiple outlet adapter, grounding adapter, outlet-type air fresheners or extension cords.
  Plug the heater cord directly into a 3-prong 120V 15 amp grounded circuit receptacle.
- Never plug heater cord into a loose fitting or broken receptacle.
- Never alter the heater's design or operation.
  Such actions will void warranty and could result in injury and/or death.
- Do not operate the heater if it has a damaged cord or plug.
- Do not operate the heater if there are signs of malfunction.
  If the heater has been dropped or damaged, do not operate.
- Keep combustible materials such as furniture, pillows and other bedding materials, paper(s), clothing, and curtains at least three feet away from all sides of the heater during operation.
- Always unplug heater when not in use.
- Do not use the heater outdoors.
- Do not run heater cord under carpet. Do not cover cord with throw rugs, runners, or similar coverings. Do not route cord under furniture or appliances. Route cord away from traffic areas.
- Do not use the heater in bathrooms, laundry rooms, or similar indoor locations.

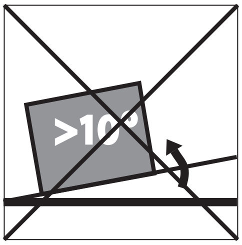
Do not use your air conditioner:



If the power cable wires are frayed or cut



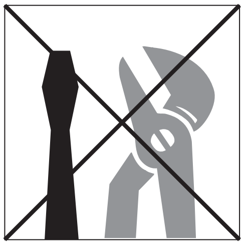
When small children may be left unattended



On a slope or uneven surface



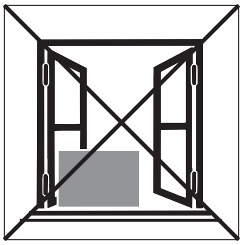
Close to a heat source



This products is not made for DIY repair



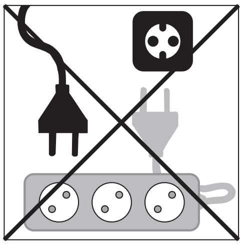
If there is a risk of liquid falling on the unit



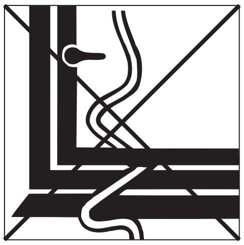
Inside unit exposed to the weather outdoors



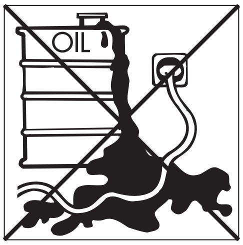
In a permanent very humid environment



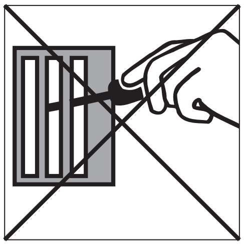
If an extension lead may become overloaded



Where the power cable may be damaged



Where it may be damaged by chemicals



Where there is a risk of interference by foreign objects

- Turn off heater before unplugging.
- Do not insert any foreign object or allow foreign object to enter the ventilation opening or exhaust opening as this may cause electric shock, fire, and/or injury.
- Never block the air intake or exhaust opening in any manner as this could lead to fire.
- Do not locate heater, when in use, immediately below a receptacle.
- Never operate heater in or around a bathtub, shower, or swimming pool.
- Only open heater if instructed by an authorized representative of the manufacturer. There are limited user-serviceable parts inside.
- Use heater only as described in this manual. Any other use is not recommended by the manufacturer as it may lead to fire, electric shock, and/or series physical injury or death.



Reminder:
Waste electrical products must not be disposed of with household waste. This product should be taken to our local recycling center for safe treatment.

Specifications

Model	ACW0035
Carton Size:	18.5" x 17" x 19.5"
Heater Size:	16.5" x 14.5" x 15.5"
Net Weight:	31 lbs
Gross Weight:	35.2 lbs
Cabinet Color:	Tuscan, Espresso, Oak
Power Cord:	5.8 ft.
Power Requirement:	120V 15 amp
Thermostat:	Electronic Analog
Fan System:	Cross Flow Fan
Fan Noise Level:	46 dB
Remote Control:	Yes
Washable Air Filter:	Yes
Heat Type:	Therapeutic Quartz Infrared Heat
Heating Elements:	4 Infrared Quartz Bulbs with Nickel-Chrome Filament
Warranty:	Limited 3-Year Parts
Heating Elements Life Expectancy Potential:	Rated 20,000 – 30,000 hrs
Low Function:	750 Watts
High Function:	1500 Watts

Unpack the Heater

1. Check the carton to make sure no obvious damages may have occurred during shipping.
2. Open the carton and remove the unit, or you may flip the entire box gently and let the heater slide out slowly.
3. Remove all the protective materials from the heater. It may be a good idea to keep the protective materials and packaging in storage, should you require any warranty work.

How the Unit Operates

Indoor air circulates from the rear of the heater, passes through a highly efficient air filter, and enters a chamber with infrared quartz bulbs. Finally, the heater discharges heated air from the diathermanous copper plate constructed on the front of the unit. The heater ideally heats a room of 500 to 700 square feet. It can be used to heat up a single room size up to 1000 square feet depending on the ambient temperature. It does all this with a noise level below 46db. The heater is designed not for use as the primary/sole heating system, but rather as a supplemental source.

Components and Functions

A. The heater is constructed with infrared quartz bulbs. Each infrared quartz bulb rates at 375W. These bulbs produce therapeutic infrared rays that warm the air which passes through the inner chamber. The infrared quartz bulbs are constructed with a stainless steel thermal conducting housing. The incorporated twisted style increases the efficiency of the unit.

B. An AC cross flow fan pushes air over these infrared quartz bulbs. Cross flow fans create a wide flow of air using a cylindrical-shaped impeller. Air is drawn inside the heater, flows along the circumference of the chamber and over the infrared quartz bulbs, and is blown out laterally creating a uniform flow of warm air.

C. The heater has a delay start function which controls the AC cross flow fan. The purpose of the delay start function is to allow the infrared quartz bulbs to heat up before the fan begins to circulate the air flow. In addition, the AC cross flow fan will continue to circulate the airflow after the power is turned off to circulate the warm air from the heater cooling the unit down.

D. The air flow exits through the front of the heater. It travels from the diathermanous copper plate. The diathermanous copper plate is constructed from red copper making it advantageous for efficient thermal conductivity. It is a resourceful material in reflecting the infrared rays.

E. The LED digital display is a convenient, stylish, and modern way to display the temperature and timer. This attractive addition compliments the heater, in that, it simplifies and makes controlling the unit easy. Operating the heater is logical and can be done on the unit itself or by remote

Operating Instructions

Visually inspect the heater before operation. Do not operate the heater if any damages are detected. Contact our customer service center immediately.

NOTE: “▲” and “▼” buttons both on the control panel and remote control.

1) Plug the power cord directly into a conventional 120V 15 amp outlet and press the MASTER POWER switch on the rear of the heater. Then press the “⏻” button on the front control panel or on the remote to start the unit. The LED display will show the default value as 72°F /22°C. By pressing the“▲” or “▼” button, you will choose the desire temperature. The temperature range you can set on this heater is 50°F / 10°C ~ 86°F / 30°C.



Function Display



2) By pressing both the “▲” and “▼” button on the front control panel or the “🌡” button on the remote control, you can switch the temperature format between Fahrenheit and Celsius.



Press the buttons “▲” and “▼” on the control panel at the same time



3) By pressing the “⏻” button, the LED display will switch from the temperature setting to the timer setting and begin to blink the default timer “--", and that means that the TIMER is not activated and the heater will work all the time. If you press the “⏻” button again, the screen will display “2”, that is 2 hours. The timer will increase 2 hours on each pressing the “⏻” button. The maximum timer is 12 hours. When it reaches 12 hours, the screen will return to “--” and you will restart the setting on timer. If you do not press “▲” and “▼” within (5) seconds after you set the TIMER, the time status will switch back to the temperature status.



5 seconds later the value switches to ambient temperature



4) The heater will turn off by pressing the “⏻” button on the front control panel.
DO NOT TURN OFF THE MASTER POWER SWITCH ON THE REAR OF THE HEATER OR UNPLUG THE HEATER UNTIL THE FAN SHUTS DOWN. If the heater is still in the TIMER function, there will be (5) seconds sound alert to let you know that the timer is invalid. If no actions are taken, the heater will shut off.

Operating Instructions

Recommendations for Maximum Performance

1. Be sure not to place the heater in an area where the air flow or air movement is great.
2. Direct the outflow towards the center of the room and not against a solid structure, like a wall for example for larger areas place the heater within a central location.
3. The Infrared heater is designed for maximum efficiency in the 68°F to 74°F range. This is because of the ambient air moving through the heater and out constantly.
4. Existing HVAC heating system vents should be closed, this allows the heater to function in an isolated area.
5. It is not recommended to operate heater in areas exposed to non-insulated concrete or metal walls. Concrete floors should be covered to insulate the heat within the room.
6. If the heater filters become dirty or dusty, they must be cleaned for the heater to operate at it maximum efficient.

Care, Maintenance, and Storage

Before care or maintenance is applied, always unplug the cord from the receptacle.
The cabinet housing can be wiped down with a damp cloth or with furniture polish.
The heater has a washable air filter. The filter should be cleaned regularly to provide for maximum performance. Once the filter is removed, run warm water through and over the filter to remove dirt and dust. Shake all residue water from the filter and replace it back in the heater.

(Note: A mild soap can be applied to assist in removing dirt and dust from the filter.)

If the heater is not to be used for an extended period of time, it can be stored away. Make sure the power is turned off and the cord is unplugged from the receptacle. Wrap the cord around the handle on the rear of the heater. Cover the heater to prevent dust from accumulating on the heater. You may want to repack it back in its original carton. Always store the heater in a dry and dust free environment.

(Note: You may want to clean the filter prior to storing the heater away so that it is ready for operation the next time it is put in use.)

Troubleshooting

Problem	Solution
a. If the Heat Emitter is broken or damaged. b. If the Control Panel is not responding, the temperature reading is above 85°F / 32°C, or there is a burning odor coming from the heater c. Or if the power cord is damaged.	Contact the manufacturer immediately. DO NOT attempt to operate the heater as this may cause electric shock, fire, and/or injury.
The amount of heated air exiting the front of the heater is reduced.	Check the electrostatic filter to make sure it is free of dust and dirt. Also check the front grill and rear air intake to make sure it is not being blocked by any kind of debris.
The heater will not turn on.	a. Test your outlet to make sure it has power. You can do this by plugging in another appliance and turning the appliance on. b. Check the LED display to see if it is flashing. If this is the case, press the POWER button to turn off the timer and resume normal operation of the heater. c. Check the power switch to see if it is lighting up. If the outlet does have power, the LED display is not flashing, or the power switch is not lighting up, please contact the manufacturer immediately for further troubleshooting
The heater continues to operate even when the power switch is turned off.	Do not unplug. The heater has a fan that will continue to operate even when the power switch is turned off. This fan continues to run in order to cool down the heater. Once the fan stops running, you can then unplug the heater.
The control panel displays no temperature or timer.	a. Check to make sure the power cord is not damaged and it is plugged in, and the outlet has power. b. Check to make sure the control panel is not damaged. If the control panel display continues to be inoperable, contact the manufacturer for further troubleshooting.
The control panel is displaying atempera-ture and timer, but the heater does not operate.	The signal cable or other relevant plugs may have become disconnected. Please contact the manufacturer for further troubleshooting.
The heat emitter is functioning and the air outflow is working, but the temperature display on the LED panel does not increase.	The temperature sensor may be damaged or has become disconnected. Please contact the manufacturer immediately for further troubleshooting.
The display is showing "Er." This error code means the heating system is not working correctly.	Contact the manufacturer immediately. Do Not attempt to operate the heater as this may cause electric shock, fire, and/or injury.

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Three Year Limited Warranty

American Comfort Worldwide LLC ("ACW") warrants this ACW heater to the original retail purchaser ("Purchaser") purchasing only in the 48 Contiguous States, for one year from the date of purchase, against defects in material and workmanship under normal use and service. Should your ACW heater prove defective within one year from the date of purchase, please follow our return procedure to return the defective unit. Within the first 30 days, ACW is responsible for the freight cost to and from our authorized service center for all units with an ACW authorized RMA. After 30 days and up to life of warranty (36 months), customer is responsible for freight costs to and from our authorized service center.

ACW's sole obligation under this warranty is to replace, or at ACW's discretion, to repair, free of charge, all defective parts, for a period of one (1) year from date of original purchase. All replacement parts and units will be new, remanufactured, or refurbished. ANY IMPLIED WARRANTY OF MERCHANTABILITY IS SIMILARLY LIMITED TO ONE (1) YEAR FROM DATE OF ORIGINAL PURCHASE AND NO ACTION BASED UPON ANY IMPLIED WARRANTY OF MERCHANTABILITY OR OTHERWISE MAY BE COMMENCED AFTER EXPIRATION OF ONE (1) YEAR FROM DATE OF ORIGINAL RETAIL PURCHASE. Some states do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you.

The provisions of this warranty shall not apply to any product which in ACW's judgment has been (1) subject to misuse or neglect. (2) damaged in an accident. (3) used for a purpose for which it was not designed, or (4) repaired or altered in any way that adversely affected its performance or reliability. Do not attempt to "open unit", except for filter replacement. Opening unit will void manufacturer's warranty.

THIS WARRANTY DOES NOT COVER:

- Damage, accidental or otherwise, to the unit while in the possession of the consumer not caused by a defect in material or workmanship.
- Damage caused by consumer misuse, tampering, or failure to follow the care and special handling provisions in the instructions.
- Damage to the finish of the case, or other appearance parts caused by the wear.
- Damage caused by repairs or alterations of the unit by anyone other than those authorized by American Comfort Worldwide.
- Freight and Insurance cost for the warranty service beyond 30 days from date of purchase up to life of warranty (36 months).

This warranty covers only new products purchased from our authorized dealers or retailers. It does not cover used, salvaged, or refurbished products.

To obtain warranty service, the defective product or part must be shipped or delivered to: American Comfort Worldwide, the Manufacturer. If warranty applies under ACW's approved terms, all Shipping charges and insurance are covered by purchaser. Proof of Purchase (i.e. Copy of Original Receipt) must be sent in with the unit.

AMERICAN COMFORT WORLDWIDE NEITHER ASSUMES NOR AUTHORIZES ANY PERSON TO ASSUME FOR IT ANY OTHER (LIABILITY IN CONNECTION WITH ITS PRODUCTS, THERE ARE NO WARRANTIES WHICH EXTEND BEYOND THE DESCRIPTION ON THE FACE HEREOF. NO RESPONSIBILITY IS ASSUMED FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES THAT MAY RESULT FROM THE USE OF AN ACW PRODUCT, NOR FOR THE DAMAGES DUE TO ACCIDENT, ABUSE, LACK OF RESPONSIBLE CARE, THE AFFIXING OF ANY UNAUTHORIZED ATTACHMENT, LOSS OF PARTS, OR USE AT A VOLTAGE OTHER THAN SPECIFIED. Some states do not allow the exclusion of limitation of incidental or consequential damages, so these limitations may not apply to you. ACW disclaims all liabilities for defects or damages caused by use of replacement parts obtained from or by service at any service center other than American Comfort Worldwide, the Manufacturer.

This warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

QUESTIONS? Call 1-877-645-0299 · www.americancomfort.com

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Dear Customer: Please keep this warranty for your records along with a copy of original receipt, and the unit's original packaging for a warranty return.